TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

1/63

TSS FUNCTIONALITY OVERVIEW

FIG. 1

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

2/63

FIG. 2

TRAVELER SERVICE SYSTEM OVERVIEW

COMPUTER RESERVATION SYSTEMS

OTHER SUPPLIERS

SUPPLIER SYSTEMS

114

INVENTORY AND BOOKINGS

INVENTORY AND BOOKINGS

220

TRAVELER SYSTEM

DATA FEED

CWT DATA WAREHOUSE

202

CWT SYSTEMS

SERVICE LEVELS

204

OPERATIONS MANAGEMENT SYSTEMS

TRIP INFORMATION

CLIENT REPORTING SYSTEMS

206

INVOICE AND ACCOUNT DATA

208

FINANCIAL AND ACCOUNTING SYSTEMS

PERSONNEL AND CLIENT DATA

TRAVEL REQUEST

TICKETS ITINERARIES

PERSONNEL AND CLIENT DATA

210

CLIENT SYSTEMS

CLIENT SYSTEMS

TRAVELER

TRAVEL MANAGER/CFO

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

3/63

Carlson Wagonlit Travel

User identifier: [j_doe]

User password: [******]

[OK]   [Cancel]

FIG. 3

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

4/63

FIG. 4

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

5/63

FIG. 5A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
         ACCESSING MULTIPLE TRAVEL SUPPLIERS
         INVENTOR'S NAME: Greg Udelhoven, et al.
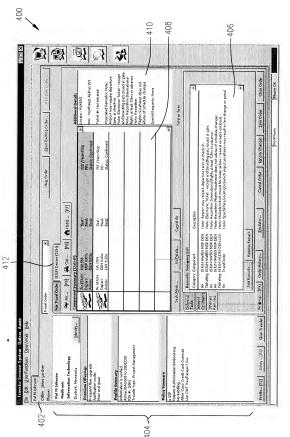SERIAL NO.: 09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

6/63

FIG. 5B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

7/63
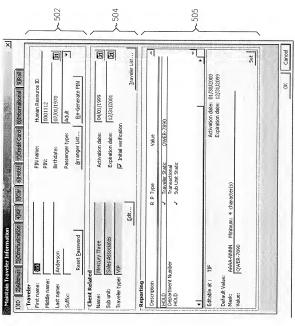
FIG. 5C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

8/63

FIG. 5D

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

9/63

FIG. 5E

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

10/63

FIG. 5F

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

11/63

FIG. 5G

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

12/63

Determine Policy

Company: Medtronic ~548

Sub Unit: Information Technology

Traveler Type: Salespersons

OK   Cancel

FIG. 5H

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

13/63

Maintain Arranger Traveler List   ☒

Search Criteria

Company: 3M

PIN:

Last name: j

First name:

MI: Find   ⟵ 550

Traveler List (Ctrl+L)

Name	PIN	Business Phone	Home Phone
Jones Ayden Nicholas	10000001	+1-389-993-9933	
Johnson Pat	10000061	+1-612-555-9987x543	

⟵ 552

[Add]   [Remove]

Travelers for arranger (Ctrl+T): Doe, Jane

Name	PIN	Business Phone	Home Phone
Johnson Pat	10000061	+1-612-555-9987x543	
Doe John	10000062	+1-218-666-2345x4444	
Olson Dana	10000063	+1-999-888-7777x9876	

⟵ 554

OK   Cancel

FIG. 5I

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
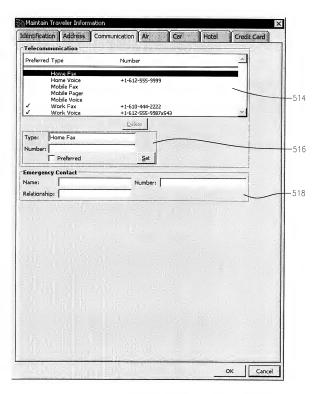SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

14/63

Identify Traveler ✕

Caller
Name: Jane Doe ⎯556

Traveler/Arranger Information
Company: Widgets, Inc. ▼
PIN: 10004 ⎯558
Last name:
First name:
MI: _Find_

Traveler List (Ctrl + L)

Name	PIN	Business Phone	Home Phone
▼Doe Jane M	10004	+1-612-540-5000	
Johnson Pat M	10001	+1-612-555-9987x543	
Doe John M	10002	+1-218-666-2345x4444	
Olson Dana M	10003	+1-999-888-7777x9876	⎯560

Traveler List...   _New Traveler..._
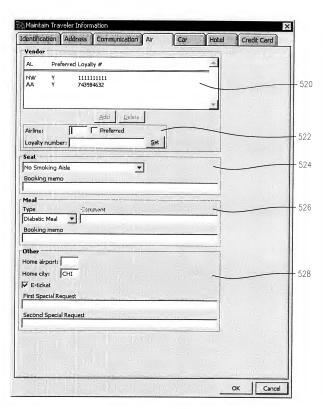
Service
◉ New Order   ○ Open Existing Order   OK   Cancel

FIG. 5J

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET
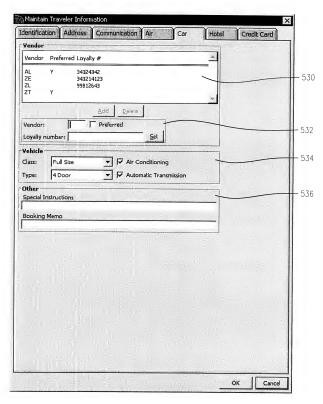
15/63

FIG. 5K

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

16/63

Maintain Traveler Information ✕

| 1)ID | 2)Address | 3)Communication | 4)Air | 5)Car | 6)Hotel | 7)Credit Card | 8)International | 9)Rail |

Rail

Seat Type: No Preference ▼

Seat Direction: No Preference ▼

Smoking: No Preference ▼

OK | Cancel

FIG. 5L

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
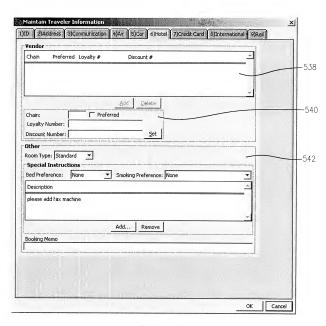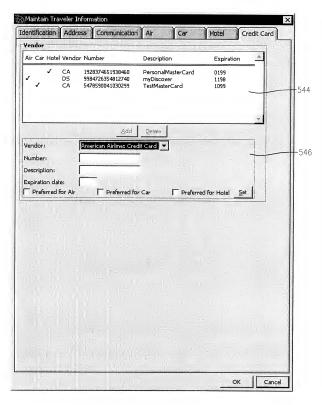SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

17/63

600

602

Inventory Window   ✕

➤ Air F5 | 🚗 Car F6 | 🏠 Hotel F7

Air Availability Search

Date	From	To	Time	Airline	Cnx
14OCT 31	MSP	MCO	7a		

[Find] [Tariffs...] [Schedules...]

1) Su 14OCT MSP-MCO

1	2	3	AL	Ft	From	To	Depart	Arrive	Eqp	Stp	Meal	Availability
1	-	P	NW	586	MSP	MCO	7:30a	11:42a	320	0		P9 F7 Y9 B9 M9 H0 / Q0 V0 K0
-	-	-	SY	428	MSP	MCO	12:45p	4:50p	738	0		Y4 B0 M0 H0 Q0 V0 / L4 W0
1	-	P	NW	584	MSP	MCO	1:10p	5:14p	725	0		P9 F1 Y9 B9 M9 H9 / Q0 V0 K0
1	-	P	NW	592	MSP	MCO	3:00p	7:06p	D10	0		P9 F9 Y9 B9 M9 H9 / Q9 V9 K9
1	-	P	NW	886	MSP	MCO	7:00p	11:06p	320	0		P9 F4 Y9 B9 M9 H9 / Q9 V9 K9
-	-	-	DL	897	MSP	ATL	7:00a	10:34a	M80	0		F7 A7 Y7 B7 M7 H7 / Q7 K7 L7 U7
-	-	-	DL	349	ATL	MCO	11:35a	1:03p	764	0		F7 A7 Y7 B7 M7 H7 / Q7 K7 L0 U0

604

Booking class (Alt+B): Y

[Reserve] [Air Details...] [More]

Reserved Flights (Alt+End)

Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
14OCT	HP	612	Y	MSP	LAS	O	7:25a	8:36a	320	0	S			HK
14OCT	HP	196	Y	LAS	SAN	X	9:10a	10:15a	733	0				HK
19OCT	HP	402	Y	SAN	PHX	O	7:00a	8:13a	320	0				HK
19OCT	HP	750	Y	PHX	MSP	X	9:21a	2:25p	319	0	S			HK

606

[Low Fare Search...] [Price...] [Seats/Meals...] [Confirm Wt] [Cancel Flight]

Menu [F12] ▼ | Manual Air...   [Save Order] [Close]

FIG. 6A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
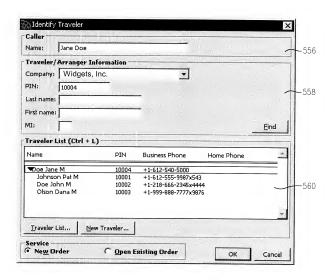SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

18/63

Low Fare Search ✕

Low Fare Search Criteria

Air Components

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓	-	-	15OCT	AA	1182	N	DEN	DFW	M	7:09a	10:07a		0				SS
✓	-	-	15OCT	AA	1464	N	DFW	ATL	O	11:02a	2:05p		0				SS
✓	-	-	18OCT	AA	1355	N	ATL	DFW	M	7:06a	8:20a		0				SS
✓	-	-	18OCT	AA	1427	N	DFW	DEN	O	9:32a	10:34a		0				SS

— 608

Preferred airlines:			☐ Include multi-airports
Excluded airlines:			☐ No restrictions
Flights:	All ▾		☐ No penalty fares
Travel window (+/- hrs):	1		☐ No advance purchase fares	Find

1) Reserved - 570.50 **2) Alternate - 344.00 AA** **3) Alternate - 345.50 AA** **4) Alternate - 566.00 US**

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Stops	Fare Basis
1	-	-	15OCT	AA	1182	N	DEN	DFW	O	7:09a	10:02a	0	NE14%N
1	-	-	15OCT	AA	1464	N	DFW	ATL	X	11:02a	2:05p	0	NE14%N
1	-	-	18OCT	AA	1355	N	ATL	DFW	O	7:06a	8:20a	0	NE14%N
1	-	-	18OCT	AA	1427	N	DFW	DEN	X	9:32a	10:34a	0	NE14%N

— 610

Import >>   Combine Low Fare

Vendor Messages

PENALTY APPLIES
RULES DATA NOT AVAILABLE FOR VALIDATION

— 611

Air Component Groupings (Alt+End)

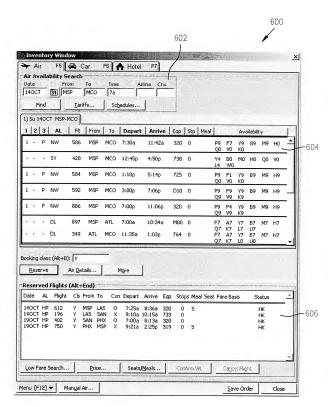| Stored Fare	Low Fare	Compare Fare	Date	Airline	Flight	Cls	From	To
-	344.00	-	15OCT	AA	1182	N	DEN	DFW
			15OCT	AA	1464	N	DFW	ATL
			18OCT	AA	1355	N	ATL	DFW
			18OCT	AA	1427	N	DFW	DEN

— 612
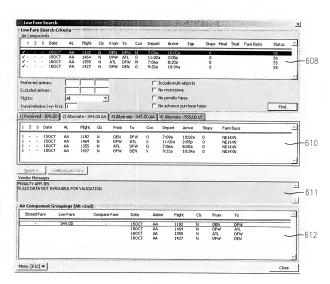
Menu [F12] ▾   Close

FIG. 6B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

19/63

FIG. 6C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
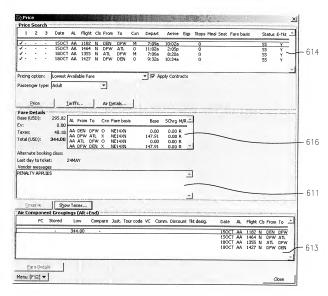SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

20/63

```
Rules for Fare Basis Code: Y (NW MSP - DTW on 19990514)          [X]

F$VMSP/DTW/14MAY/@Y*NW
*GENERAL INFORMATION*
   CARRIER CODE: NW                    TARIFF:  DFR-2
   BOOKING CODE: Y  YN                 RULE NO: 2000
   TYPE OF FARE: NORMAL ONE WAY
   CONSTRUCTION: RULE 165 -FARE CONSTRUCTION- DOES NOT APPLY

            ***** THESE SUBJECTS APPLY *****
            MSP/DTW/14MAY/@Y/*NW
    0 GENERAL INFORMATION         10 PERMITTED COMBINATIONS




 More                                                    Close
```

FIG. 6D

City	Type	Amount
DEN	XF	4.50
DFW	XF	3.00
ATL	XF	4.50
DFW	XF	3.00
DEN	ZP	2.75
DFW	ZP	2.75
ATL	ZP	2.75
DFW	ZP	2.75

Taxes

Close

FIG. 6E

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

21/63

Seats/Meals/Special Requests

Air Components

Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓ 19AUG	UA	1430	Y	MSP	ORD	O	8:00a	9:14a	722	0				SS
✓ 22AUG	UA	353	Y	ORD	MSP	O	7:45a	9:07a	737	0				SS

— 620

View Seat Map...   Cancel Seat

Seat

No Smoking Aisle ▼ | _____   — 622

Reserve Seat   Reserve All Seats

Meals

Diabetic Meal ▼ | _____   — 624

Reserve Meal   Reserve All Meals

Other Requests

To Complete a Party ▼ | _____   — 626

Add Request   Add Request To All

Existing Requests

Date   AL Flt SIPPCode Status Description   — 628

Cancel Request

Menu [F12] ▼   Close

FIG. 6F

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

22/63

Flight UA1480 19AUG MSP - ORD

**** APOLLO SEAT MAP FOR UNITED AIRLINES ****
UA 1480 Y   19AUG   MSP/ORD   SEGMENT 01
EQUIPMENT: 722 CABIN CAPACITY : 135

```
05N . .  .  .  .  .  .
06N . .  .  .  .  .  .
07N A  B  .  .  . E  F
08N A  B  . C D  E  F
09N A  B  . C D  E  F
10N A  B  . C D  E  F
11N A  B  . C D  E  F
W 12N . . . C  .  .  .
W 13N A . B C  D  E  F
W 14N A . B C  D  E  F
E W 15N . .  .  .  .  .
```

Seat Request: |7A|

Reserve

Close

FIG. 6G

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
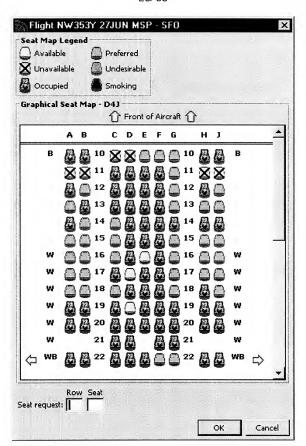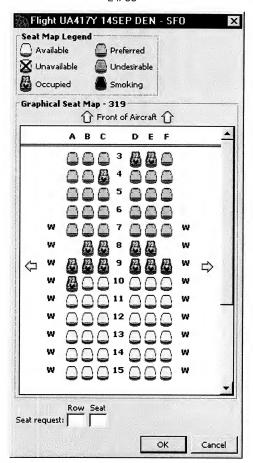ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

23/63

FIG. 6H

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

24/63

FIG. 6I

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET
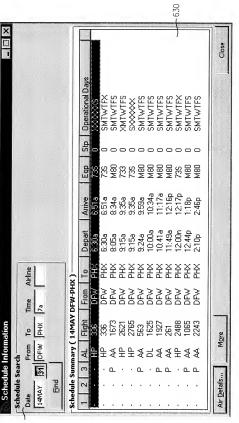
25/63

FIG.6 J

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
             ACCESSING MULTIPLE TRAVEL SUPPLIERS
         INVENTOR'S NAME: Greg Udelhoven, et al.
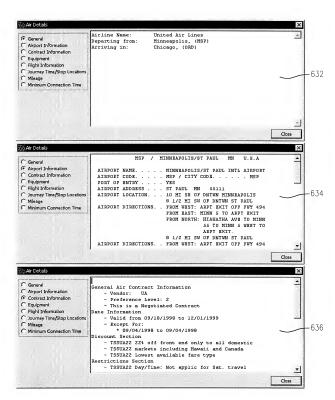   SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

26/63

Schedule Information

Schedule Search — Date: 14MAY [31]   From: DFW   To: PHX   Time: 7a   Airline: [ ]   Find

Schedule Summary (14MAY DFW-PHX)

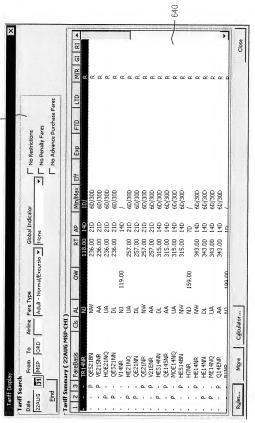| 1	2	3	AL	Flight	From	To	Depart	Arrive	Eqp	Stp	Operational Days
.	.	.	HP	336	DFW	PHX	8:30a	6:51a	73S	0	XXXXXXX
.	.	P	AA	1673	DFW	PHX	6:30a	8:34a	M80	0	SMTWTFX
.	.	P	HP	2621	DFW	PHX	8:05a	9:35a	733	0	SMTWTFS
.	.	P	HP	2765	DFW	PHX	9:15a	9:35a	73S	0	XMTWTFS
.	.	P	AA	563	DFW	PHX	9:15a	9:59a	M80	0	SXXXXX
.	.	.	DL	1625	DFW	PHX	9:24a	10:34a	M80	0	SMTWTFS
.	.	P	AA	1927	DFW	PHX	10:00a	11:17a	M80	0	SMTWTFS
.	.	P	AA	261	DFW	PHX	10:41a	12:16p	M80	0	SMTWTFS
.	.	.	HP	2488	DFW	PHX	11:49a	12:17p	73S	0	SMTWTFX
.	.	P	AA	1065	DFW	PHX	12:44p	1:18p	M80	0	SMTWTFS
.	.	P	AA	2243	DFW	PHX	2:10p	2:46p	M80	0	SMTWTFS

Air Details...   More   Close

629   630

FIG. 6K

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
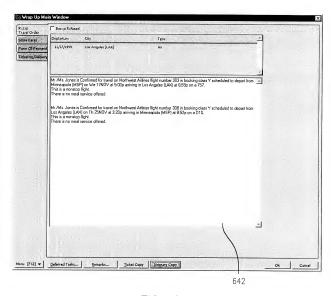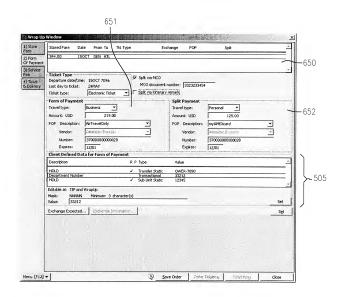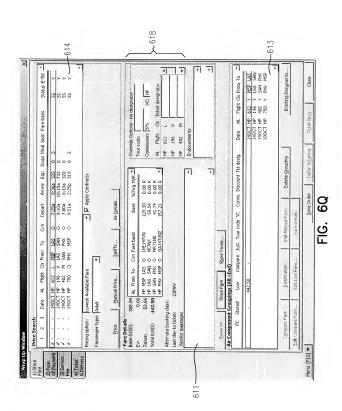SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

27/63

Air Details   ☒

General	Airline Name: United Air Lines
Airport Information	Departing from: Minneapolis, (MSP)
Contract Information	Arriving in: Chicago, (ORD)
Equipment	
Flight Information	
Journey Time/Stop Locations	
Mileage	
Minimum Connection Time	

— 632

Close

Air Details   ☒

Airport Information selected

```
                    MSP  /  MINNEAPOLIS/ST PAUL    MN    U.S.A

AIRPORT NAME. . . . . MINNEAPOLIS/ST PAUL INTL AIRPORT
AIRPORT CODE. . . . . MSP / CITY CODE. . . . . . MSP
PORT OF ENTRY . . . . YES
AIRPORT ADDRESS . . . ST PAUL  MN  55111
AIRPORT LOCATION. . . 10 MI SW OF DNTWN MINNEAPOLIS
                      8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
                      FROM EAST: MINN S TO ARPT EXIT
                      FROM NORTH: HIAWATHA AVE TO MINN
                                  SS TO MINN S WEST TO
                                  ARPT EXIT.
                      8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
```

— 634

Close

Air Details   ☒

Contract Information selected

```
General Air Contract Information
   - Vendor:   UA
   - Preference Level: 2
   - This is a Negotiated Contract
Date Information
   - Valid from 09/18/1998 to 12/01/1999
   - Except For:
     * 09/04/1998 to 09/04/1998
Discount Section
   - TSSUA22 22% off front end only to all domestic
   - TSSUA22 markets including Hawaii and Canada
   - TSSUA22 Lowest available fare type
Restrictions Section
   - TSSUA22 Day/Time: Not applic for Sat. travel
```

— 636

Close

FIG. 6L

Tariff Display

Tariff Search

Date	From	To	Airline	Fare Type	Global Indicator
22AUG [31]	MSP	ORD		Adult - Normal/Excursio ▾	None

Find

Tariff Summary (22AUG MSP-CHI)

1	2	3	FareBasis	Cls	AL	OW	RT	AP	Min/Max	Eff	Exp	FTD	LTD	M/R	GI	RT
-	-	-	TRA1NR3	N3	ND		118.00	14D	10/					R		
-	-	P	QES21BN	N	NW		236.00	21D	60/300					R		
-	-	P	VE21SNR	A	AA		236.00	21D	60/300					R		
-	-	P	HOE21NQ	U	UA		236.00	21D	60/300					R		
-	-	P	QES21NQ	D	DL		236.00	21D	60/300					R		
-	-	P	V14NR	N3	NJ	119.00		14D	/					R		
-	-	P	HE21NQ	U	UA		257.00	21D	60/300					R		
-	-	P	QE21NN	D	DL		257.00	21D	60/300					R		
-	-	P	QE21NN	N	NW		257.00	21D	60/300					R		
-	-	P	V21ENR	A	AA		257.00	21D	60/300					R		
-	-	P	HES14NN	D	DL		315.00	14D	60/300					R		
-	-	P	QE14SNR	A	AA		315.00	14D	60/300					R		
-	-	P	MOE14NQ	U	UA		315.00	14D	60/300					R		
-	-	P	HES14BN	N	NW		315.00	14D	60/300					R		
-	-	P	H7NR	N3	NJ	159.00		7D	/					R		
-	-	P	HE14NR	N	NW		343.00	14D	60/300					R		
-	-	P	HE14NN	D	DL		343.00	14D	60/300					R		
-	-	P	ME14NQ	U	UA		343.00	14D	60/300					R		
-	-	P	Q14ENR	A	AA		343.00	14D	60/300					R		
-	-	P	B1NR	N3	NJ	199.00		1D						Q		

☐ No Restrictions
☐ No Penalty Fares
☐ No Advance Purchase Fares

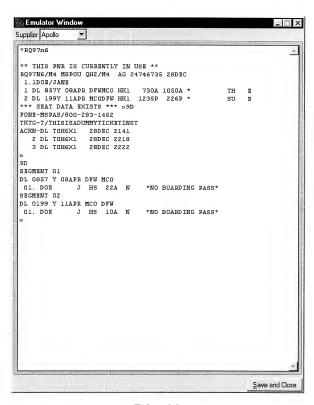Rules...   More   Calculator...

Close

638

640

FIG. 6M

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET
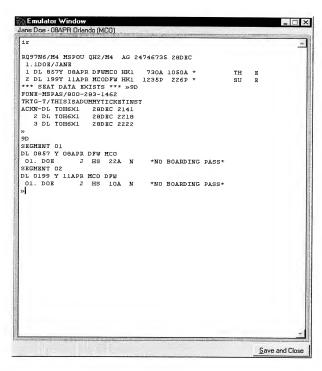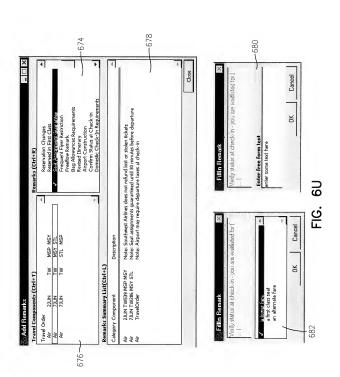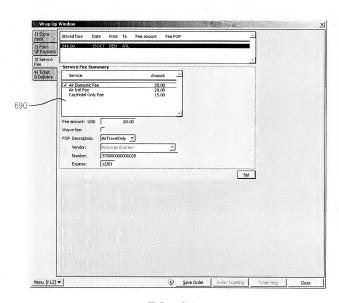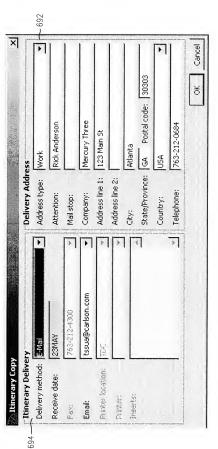
29/63

FIG. 6N

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
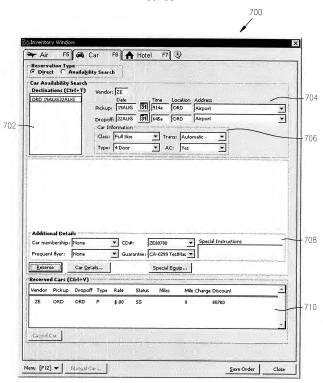SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

30/63

Wrap Up Window

Stored Fare	Date	From To	Tkt Type	Exchange	FOP	Split
344.00	15OCT	DEN ATL				

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Ticket Type
Departure date/time: 15OCT 709a
Last day to ticket: 24MAY
Ticket type: Electronic Ticket

☑ Split via MCO
MCO document number: 3323233454
☐ Split via itinerary remark

Form of Payment		**Split Payment**	
Travel type:	Business	Travel type:	Personal
Amount: USD	219.00	Amount: USD	125.00
FOP Description:	AirTravelOnly	FOP Description:	myAMEXcard
Vendor:	American Express	Vendor:	American Express
Number:	37000000000028	Number:	37000000000028
Expires:	12/01	Expires:	12/01

Client Defined Data for Form of Payment

Description	R P Type	Value
HOLD	✓ Traveler Static	QWER-7890
Department Number	Transactional	33212
HOLD	✓ Sub Unit Static	12345

Editable at: TIF and WrapUp
Mask: NNNNN Minimum: 3 character(s)
Value: 33212   Set

Exchange Expected... Exchange Information...   Set

Menu [F12] ▼   ⓘ Save Order Other Ticketing Ticket Now Close

650
651
652
505

FIG. 60

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
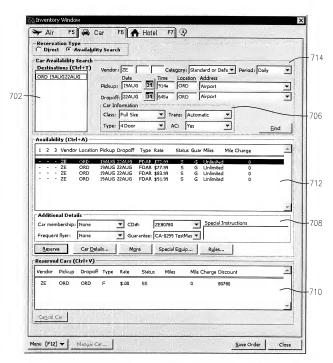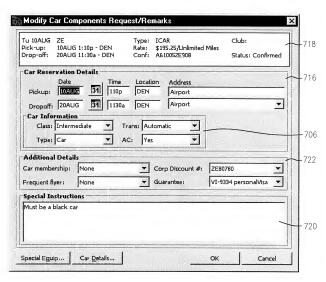SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

31/63

FIG. 6P

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

32/63

FIG. 6Q

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
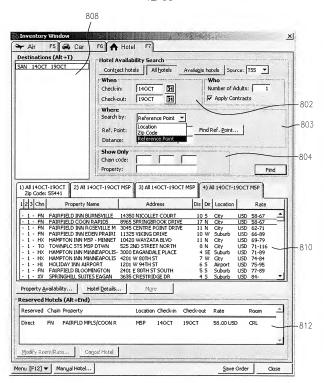SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

33/63

Ticket Copy ✕

Delivery

Delivery method: [_____▼]

Fax numbers: [_____▼]

Courier: [_____▼]   — 664

Address type: [_____▼]

Attention: [_____]

Mail stop: [_____]

Company: [_____]

Address line 1: [_____]

Address line 2: [_____]

City: [_____]

State/Province: [____] Postal code: [_____]

Contact

Telephone type: [_____▼]   — 665

Telephone: [_____]

[Ok]   [Cancel]

FIG. 6R

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

34/63

```
┌─────────────────────────────────────────────────────────────────┐
│ 🔲 Emulator Window                                    _ □ ✕       │
├─────────────────────────────────────────────────────────────────┤
│ Supplier │ Apollo        ▼ │                                      │
├─────────────────────────────────────────────────────────────────┤
│ *RQ97n6                                                      ▲    │
│                                                                   │
│ ** THIS PNR IS CURRENTLY IN USE **                                │
│ RQ97N6/M4 MSPOU QH2/M4  AG 24746735 28DEC                         │
│  1.1DOE/JANE                                                      │
│  1 DL 857Y 08APR DFWMCO HK1   730A 1050A *        TH    E         │
│  2 DL 199Y 11APR MCODFW HK1  1235P  226P *        SU    E         │
│ *** SEAT DATA EXISTS *** »9D                                      │
│ FONE-MSPAS/800-283-1462                                           │
│ TKTG-T/THISISADUMMYTICKETINST                                     │
│ ACKN-DL TOH6X1   28DEC 2141                                       │
│    2 DL TOH6X1   28DEC 2218                                       │
│    3 DL TOH6X1   28DEC 2222                                       │
│ »                                                                 │
│ 9D                                                                │
│ SEGMENT 01                                                        │
│ DL 0857 Y 08APR DFW MCO                                           │
│  01. DOE     J  HS  22A  N    *NO BOARDING PASS*                  │
│ SEGMENT 02                                                        │
│ DL 0199 Y 11APR MCO DFW                                           │
│  01. DOE     J  HS  10A  N    *NO BOARDING PASS*                  │
│ »                                                                 │
│                                                                   │
│                                                                   │
│                                                              ▼    │
├─────────────────────────────────────────────────────────────────┤
│                                            Save and Close         │
└─────────────────────────────────────────────────────────────────┘
```

FIG. 6S

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

35/63

```
Emulator Window                                           _ □ ✕
Jane Doe - 08APR Orlando (MCO)

ir

RQ97N6/M4 MSPOU QH2/M4  AG 24746735 28DEC
 1.1DOE/JANE
 1 DL 857Y 08APR DFWMCO HK1   730A 1050A *       TH   E
 2 DL 199Y 11APR MCODFW HK1  1235P  226P *       SU   E
*** SEAT DATA EXISTS *** »9D
FONE-MSPAS/800-283-1462
TKTG-T/THISISADUMMYTICKETINST
ACKN-DL TOH6X1   28DEC 2141
   2 DL TOH6X1   28DEC 2218
   3 DL TOH6X1   28DEC 2222
»
9D
SEGMENT 01
DL 0857 Y 08APR DFW MCO
 01. DOE     J  HS  22A  N   *NO BOARDING PASS*
SEGMENT 02
DL 0199 Y 11APR MCO DFW
 01. DOE     J  HS  10A  N   *NO BOARDING PASS*
»|




                                                    Save and Close
```

FIG. 6T

Add Remarks

Travel Components (Ctrl+T)

Travel Order				
Air	2JUN	TW	MSP MSY	
Air	7JUN	TW	MSY STL	
Air	7JUN	TW	STL MSP	

Remarks (Ctrl+R)

Reservation Changes
Reserved in First Class
Seat Assignment Change
Frequent Flyer Remark
Freeflow Remark
Bag Allowances Requirements
Revised Itinerary
Airport Construction
Confirm Status at Check-in
Domestic Check-in Requirements

Remarks Summary List(Ctrl+L)

Category Component		Description
Air	2JUN TW/539 MSP MSY	Note: Southwest Airlines does not refund lost or stolen tickets
Air	7JUN TW/286 MSY STL	Note: Seat assignments guaranteed until 30 minutes before departure
Air	TravelOrder	Note: Airport may require departure taxes at check-in

Close

Filln Remark

Verify status at check-in - you are waitlisted for f

A lower fare
a first class seat
an alternate fare

OK   Cancel

682

Filln Remark

Verify status at check-in - you are waitlisted for f

Enter free form text

enter some text here

OK   Cancel

674

678

680

676

FIG. 6U

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

37/63

FIG. 6V

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

38/63

Itinerary Copy

Itinerary Delivery

Delivery method: E-Mail

Receive date: 23MAY

Fax: 763-212-4300

Email: tssua@carlson.com

Printer location: TBC

Printer:

Inserts:

Delivery Address

Address type: Work

Attention: Rick Anderson

Mail stop:

Company: Mercury Three

Address line 1: 123 Main St

Address line 2:

City: Atlanta

State/Province: GA   Postal code: 30303

Country: USA

Telephone: 763-212-0684

OK   Cancel

692

694

FIG. 6W

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et ol.
SERIAL NO.: 09/886,125   DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

39/63

FIG. 7A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

40/63

FIG. 7B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

41/63

FIG. 7C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

42/63

Inventory Window   x

| ✈ Air F5 | 🚗 Car F6 | 🏠 Hotel F7 |

Destinations (Alt+T)

| SAN   14OCT 19OCT |

Hotel Availability Search

| Contract hotels | All hotels | Available hotels | Source: TSS ▼ |

When
- Check-in: 14OCT 📅
- Check-out: 19OCT 📅

Who
- Number of Adults: 1
- ☑ Apply Contracts ———— 802

Where
- Search by: Reference Point ▼
  - Location
  - Zip Code
  - Reference Point ———— 803
- Ref. Point: _____ Find Ref. Point...
- Distance: _____

Show Only ———— 804
- Chain code: [ ][ ][ ]
- Property: _____ Find

| 1) All 14OCT-19OCT Zip Code: 55441 | 2) All 14OCT-19OCT M5P | 3) All 14OCT-19OCT M5P | 4) All 14OCT-19OCT M5P |

1|2|3 Chn	Property Name	Address	Dis	Dir	Location	Rate
- 1 - FN	FAIRFIELD INN BURNSVILLE	14350 NICOLLET COURT	10	S	City	USD 58-67
- 1 - FN	FAIRFIELD COON RAPIDS	8965 SPRINGBROOK DRIVE	17	N	City	USD 58-67
- 1 - FN	FAIRFIELD INN ROSEVILLE M	3045 CENTRE POINT DRIVE	11	N	City	USD 62-71
- 1 - FN	FAIRFIELD INN EDEN PRAIRI	11325 VIKING DRIVE	10	W	Suburb	USD 66-89
- 1 - HX	HAMPTON INN MSP - MINNET	10420 WAYZATA BLVD	11	N	City	USD 69-79
- 1 - TO	TOWNPLC STS MSP DTWN	525 2ND STREET NORTH	8	N	City	USD 71-116
- 1 - HX	HAMPTON INN MINNEAPOLIS-	3000 EAGANDALE PLACE	4	SE	Suburb	USD 71-89
- 1 - HX	HAMPTON INN MINNEAPOLIS	4201 W 80TH ST	7	W	City	USD 74-84
- 1 - H1	HOLIDAY INN AIRPORT	1201 W 94TH ST	6	S	Airport	USD 75-95
- 1 - FN	FAIRFIELD BLOOMINGTON	2401 E 80TH ST SOUTH	5	S	Suburb	USD 77-89
- 1 - XV	SPRINGHILL SUITES EAGAN	3635 CRESTRIDGE DR	4	S	Suburb	USD 84-

———— 810

| Property Availability... | Hotel Details... | More |

Reserved Hotels (Alt+End)

Reserved	Chain	Property	Location	Check-in	Check-out	Rate	Room
Direct	FN	FAIRFLD MPLS/COON R	M5P	14OCT	19OCT	58.00 USD	CRL

———— 812

| Modify Room/Rate... | Cancel Hotel |

| Menu [F12] ▼ | Manual Hotel... | Save Order | Close |

FIG. 8A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET
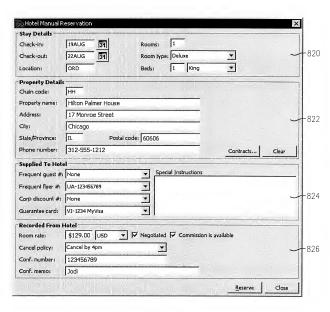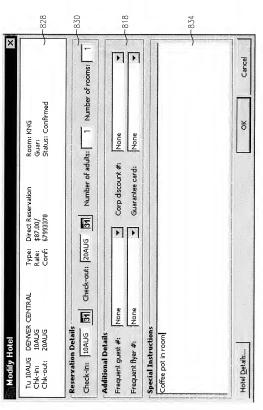
43/63

Hotel Property Availability

FAIRFIELD COON RAPIDS	Check-in:	14OCT
8965 SPRINGBROOK DRIVE	Check-out:	19OCT
COON RAPIDS, MN 55433	Currency code:	USD
Phone number: 7637858922	Guarantee:	
Fax number: 7637858922	Room desc:	

— 813

Rate	Room Type
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
69.95	REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
79.95	REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST

— 814

More

Additional Details

Number of rooms: 1   Number of adults: 1

Frequent guest: None ▼   CD#: None ▼

Frequent flyer: None ▼   Guarantee: None ▼

Justification: P - Preferred hotel reserved ▼

— 818

Special Instructions

Bed Preference: King Bed ▼   Smoking Preference: Non-Smoking Request-Reconfirm ▼

Description
Above First Floor

— 816

Add...   Remove

Reserve

Vendor Messages

KING NONSMOKING--ON REQUEST
TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
FREE SHUTTLE SERVICE TO EXHIBIT **** SEE HOD73430 *

— 817

Hotel Details...   Hotel Rules...   Close

FIG. 8B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET
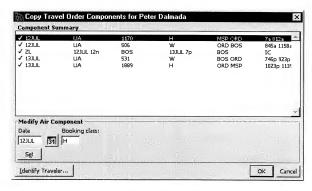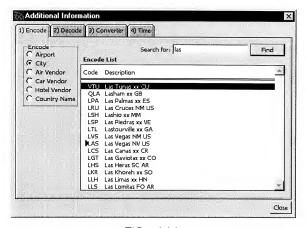
44/63

Hotel Manual Reservation ☒

Stay Details
Check-in:	19AUG	31	Rooms:	1
Check-out:	22AUG	31	Room type:	Deluxe
Location:	ORD		Beds:	1 King

— 820

Property Details
Chain code:	HH
Property name:	Hilton Palmer House
Address:	17 Monroe Street
City:	Chicago
State/Province:	IL
Phone number:	312-555-1212

Postal code: 60606

Contracts...   Clear

— 822

Supplied To Hotel
Frequent guest #:	None
Frequent flyer #:	UA-123456789
Corp discount #:	None
Guarantee card:	VI-1234 MyVisa

Special Instructions

— 824

Recorded From Hotel
Room rate:	$129.00 USD
Cancel policy:	Cancel by 4pm
Conf. number:	123456789
Conf. memo:	Jodi

☑ Negotiated ☑ Commission is available

Reserve   Close

— 826

FIG. 8C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET
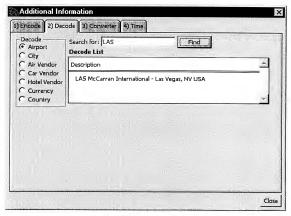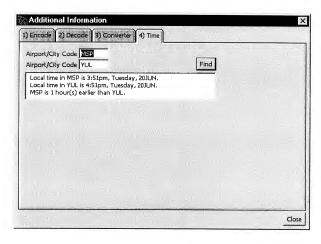
45/63

Modify Hotel

Tu 10AUG   DENVER CENTRAL   Type: Direct Reservation   Room: KNG
Chk-in: 10AUG   Rate: $87.00/   Guar:
Chk-out: 20AUG   Conf: 67993378   Status: Confirmed

Reservation Details

Check-in: `10AUG` `31`   Check-out: `20AUG` `31`   Number of adults: `1`   Number of rooms: `1`

Additional Details

Frequent guest #: `None`   Corp discount #: `None`

Frequent flyer #: `None`   Guarantee card: `None`

Special Instructions

`Coffee pot in room`

Hotel Details...

OK   Cancel

828   830   818   834

FIG. 8D

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et ol.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

46/63

FIG. 9

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

47/63

FIG. 10

FIG. 11A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

48/63

FIG. 11B

FIG. 11C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1 REPLACEMENT SHEET

49/63

Additional Information

1) Encode   2) Decode   3) Converter   4) Time

Airport/City Code MSP

Airport/City Code YUL   Find

Local time in MSP is 3:51pm, Tuesday, 20JUN.
Local time in YUL is 4:51pm, Tuesday, 20JUN.
MSP is 1 hour(s) earlier than YUL.

Close

FIG. 11D

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

50/63

Travel Documents

1202 — ○ Travel Order Documents
      ◉ Traveler Unused Documents
      ○ All Traveler Documents

1204

Type	Travel Date	Carrier	Cnx	From	To	Fare Basis	Price	Ticketing Date	Invoice #	Status	Ticket #
⚑TB	14APR00	012		MSP	DFW		207.00	09FEB00	000002208	Allocated For Exchange	9900130593
	14APR00	NW	○	MSP	DFW	V	200.00				9900130593
⚑TB	16OCT00	016	○	ORD	PHL		229.44	09FEB00	000002209	Allocated For Exchange	9900130594
	16OCT00	UA	○	ORD	PHL	VRA2IN	111.18				9900130594
	18OCT00	UA	○	PHL	ORD	VR2ION	92.02				9900130594
⚑Electronic Ticket	15MAR00	006		FLL	BOS		175.34	11FEB00	000002237	Allocated For Exchange	9900130631
	15MAR00	DL	○	FLL	BOS	L7SALE	77.37				9900130631
	22MAR00	DL	○	BOS	FLL	L7SALE	75.51				9900130631
⚑NCQ		001					30.00	10APR00	000002432	Unused Exchange	9900000000

New Status (Ctrl+N):

[Set]

[Void/Refund...]   [Fare Rules...]   [Reissue]   [Create Task...]

[Close]

FIG. 12A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
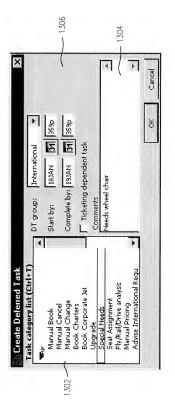SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

51/63

1206

Order History

1208 — Category Type
- All
- Air
- Car
- Hotel
- Other
- Rail
- Reconciliation
- Stored Fare
- Ticketing
- Travel Order
- Output Management
- Deferred Task
- Limousine
- Service Fee

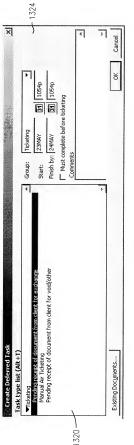| Category	Date/Time	Action	Description	Counselor	Caller
Travel Order	23MAY01 10:54 a	Create	Travel Order created; record locator LSZFM6	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component not found on supplier record	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	Travel component(s) being created from supplier record	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	1 AA N 1182 DEN 15OCT 709a DFW 15OCT 1002a Confirm #: WAWAWW Status: HK Ba...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	2 AA N 1464 DFW 15OCT 1102a ATL 15OCT 205p Confirm #: WAWAWW Status: HK Bas...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	4 AA N 1427 DFW 18OCT 932a DEN 18OCT 1034a Confirm #: WAWAWW Status: HK Ba...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	3 AA N 1355 ATL 18OCT 706a DFW 18OCT 820a Confirm #: WAWAWW Status: HK Bas...	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component(s) being created from supplier record	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	1 AA N 1182 DEN 15OCT 709a DFW 15OCT 1002a Fare Basis:	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	2 AA N 1464 DFW 15OCT 1102a ATL 15OCT 205p Base Fare: 0 Fare Basis:	scotto	Rick Anderson
Stored Fare	23MAY01 10:21 p	Create	Fare: 1 Taxes: Tax Amount: 22.18 Tax Code: US Tax Amount: 15 Tax Code: XF Tax Am...	scotto	Rick Anderson
Stored Fare	23MAY01 10:21 p	Create	Fare: 1 Status: Setup in Progress Stored: 23MAY 1021p Type: Electronic Ticket Base Far...	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	4 AA N 1355 ATL 18OCT 706a DFW 18OCT 820a Fare Basis:	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	5 AA N 1427 DFW 18OCT 932a DEN 18OCT 1034a Base Fare: 0 Fare Basis:	scotto	Rick Anderson
Ticketing	23MAY01 10:22 p	Create	Print On Ticket Flag: FALSE Reporting Field Name: Project Code Reporting Field Tag:: U3 ...	scotto	Rick Anderson
Ticketing	23MAY01 10:22 p	Create	Print On Ticket Flag: FALSE Reporting Field Name: Department Number Reporting Field T...	scotto	Rick Anderson
Ticketing	23MAY01 10:22 p	Create	Print On Ticket Flag: FALSE Reporting Field Name: Cost Center Reporting Field Tag:: UH ...	scotto	Rick Anderson
Stored Fare	23MAY01 10:31 p	Create	Payment Information: Type: 1 Vendor: AX Account #: 370000000000003 Exp: 20012...	scotto	Rick Anderson
Air	23MAY01 10:37 p	Create	3 ZJ ATL 15OCT 205p ATL 18OCT 606a Confirm #: 46192326u055 Status: HK CO #: 57...	scotto	Rick Anderson
Travel Order	23MAY01 11:36 a	Create	Vendor Req 1 ADTK 1V PL Msg: 2 3TKIN(IN(I) BY 23SNY2/4MAY CST	scotto	Rick Anderson
Travel Order	23MAY01 11:36 a	Create	Vendor Req 2 ADTK 1V AA Msg: FARE RULES STILL APPLY	scotto	Rick Anderson

Close

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

52/63

Create Deferred Task (Ctrl+T)

Task category list

Air
- Manual Book
- Manual Cancel
- Manual Change
- Book Charters
- Book Corporate Jet
- Upgrade
- Special Needs
- Seat Assignment
- Fly/Rail/Drive analysis
- Manual Pricing
- Advise International Requ

DT group: International

Start by: 18JAN 31 359p

Complete by: 19JAN 31 359p

☐ Ticketing dependent task

Comments

Needs wheel chair

OK   Cancel

1306
1304
1302

FIG. 13A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

53/63

FIG. 13B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.:   09/886,457   DOCKET NO.:   1340.002US1   REPLACEMENT SHEET

54/63

FIG. 13C

FIG. 13D

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

56/63

1400

Modify Customer Service Item

Description:	TEST

Contact name: Dawn

Travel type:	Business	Origination:	Call
Creation date:	18FEB00	Days open:	123
Respond by:	19FEB00	Resolve by:	19FEB00

Category Information (Ctrl+G)

Category:	Air	Sub category:	Date booked incorrectly
Vendor:	Nations Air Express		
Vendor name:			

Responsibility Information (Ctrl+R)

Party:	Carlson Wagonlit Travel	Sub party:	CWT Employee
Vendor:			
Party name:	Dawn		

Action Information (Ctrl+I)

Status	Action description
Completed	Payout authorization needed-Payout recieved due to client fjdk.slnfnk
Needed	Written correspondence to traveler-Write letter

Action: Payout authorization needed

Description: Payout recieved due to client fjdkslnfnk

Add	Set	Complete	Delete

OK   Cancel

FIG. 14

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

57/63

FIG. 15A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

58/63

Prod1 System Monitor

Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok

1) Alerts 2) Partition 3) GDS 4) DTM

1502

1512

Active Partition	Status	Mem Usage %	Max. Alloc Mem	Avail Mem Pages	Active Tasks	Replicates	Max. Weak...
SBT_00_Part13	ONLINE	12	40000	1025	11		
SBT_00_Part14	ONLINE	23	20000	288	9		
SBT_00_Part4	OFFLINE	0	0	0	0		
SBT_00_Part6	OFFLINE	0	0	0	0		
SBT_00_Part7	ONLINE	17	80000	9947	17		
SBT_00_Part8	ONLINE	20	40000	5531	14		
SBT_00_Part9	ONLINE	24	40000	827	9		
TCS_00_Part10	ONLINE	36	20000	450	8		
TCS_00_Part11	ONLINE	17	20000	10	9		
TCS_00_Part12	ONLINE	27	20000	2448	8		
TCS_00_Part13-router	ONLINE	25	20000	592	8		
TCS_00_Part15	ONLINE	26	20000	863	6		
TCS_00_Part15-router	ONLINE	22	20000	320	8		
TCS_00_Part17	ONLINE	7	20000	1199	6		
TCS_00_Part18	ONLINE	13	20000	3944	8		
TCS_00_Part18-router	ONLINE	9	20000	3474	6		
TCS_00_Part19	ONLINE	15	20000	3871	8		
TCS_00_Part20	ONLINE	7	20000	2468	8		
TCS_00_Part20-router	ONLINE	16	20000	3984	8		
TCS_00_Part22	ONLINE	7	20000	1028	6		
TCS_00_Part22-router	ONLINE	21	20000	4070	6		
TCS_00_Part24	ONLINE	20	20000	741	6		
TCS_00_Part24-router	ONLINE	14	80000	924	8		
TCS_00_Part26	ONLINE	10	20000	2665	8		
TCS_00_Part27	ONLINE	10	40000	1464	11		

PartitionTrends...

Configuration...

Last updated: 23-May-2001 23:20:06

Close

FIG. 15B

Prod1 System Monitor

Summary

Status Description

- Alerts OK
- Partitions OK
- GDS OK
- DTM OK

○ ○ ○ ○

1502

Shrink/Expand

1) Alerts | 2) Partition | 3) GDS | 4) DTM

Supplier Gateway Information

Supplier Gateway [QC000000] ▼

Connection Information

Description	Apollo	Sabre
In use sessions	5	0
Peak sessions	7	1
Spare session handles	5	0

Hit Information

Description	Apollo	Sabre
Hit count	862	246

1522

Supplier Queue Count Trend

Supplier Queue Deferred Tasks

Last supplier record locator	K5KXT0
Last supplier record timestamp	20010523T121531
Is process sleeping?	TRUE
Is process running?	TRUE

Last updated: 23-May-2001 23:21:46

Configuration...

Close

FIG. 15C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTOR'S NAME: Greg Udelhoven, et al.
SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

60/63

FIG. 15D

Maintain CWT Services — □ X

CWT Services

Name	Type	Category	Active	Expires
Air Domestic Fee	Core	Other	06/28/2000	01/01/2100
Air Intl Fee	Core	Other	06/28/2000	01/01/2100
Air Reserve	Core	Air	06/28/2000	01/01/2100
Air Ticket	Core	Ticketing	06/28/2000	01/01/2100
Car Reserve	Core	Car	06/28/2000	01/01/2100
Car/Hotel Only Fee	Core	Other	06/28/2000	01/01/2100
Client Care Network	Core	Other	04/04/2001	12/31/2099
Client Data	Core	General	06/28/2000	01/01/2100
Client Data Validation	Core	Other	06/28/2000	01/01/2100
E-Ticket	Core	Ticketing	06/28/2000	01/01/2100

1602

Add Service   Delete Service   Edit Policy Items...

Name: Air Reserve
Type: ⦿ Core   ○ Premium
Category: Air ▾
Active: 06/28/2000
Expires: 01/01/2100   Set

1604

Save   Close

FIG. 16A

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
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SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

62/63

Edit CWT Travel Policies

CWT Policies

Name	Data Type	Value	Active	Expires
Book Air via CRS only	Flag	FALSE	06/28/2000	04/23/2001
Air-Both CRS & Non-CRS	Flag	TRUE	06/28/2000	11/16/2000
1st Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Alternate Airport	Text	Offer Standard	06/28/2000	01/01/2100
Alternate Transportation	Text	Commuter, Helicopters OK	06/28/2000	01/01/2100
Busn Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Conx/Direct w/stops ok	Text	Offer	06/28/2000	07/23/2001
Earliest Outbound	Text	9:00 AM	06/28/2000	04/23/2001
Int'l Rate Desk Faring	Text	True	06/28/2000	04/23/2001
Latest Arrival	Text	10:00 PM	06/28/2000	04/23/2001

Add Policy   Delete Policy

Description: 1st Class Allowed

Data Type: Text

Value: OK Over 8 Hours

Visible outside TSS: ⊙ True ○ False

Activation Date: 06/28/2000 [31]

Expiration Date: 01/01/2100 [31]

Set

Ok   Cancel

1610

1612

FIG. 16B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
         ACCESSING MULTIPLE TRAVEL SUPPLIERS
       INVENTOR'S NAME: Greg Udelhoven, et al.
    SERIAL NO.: 09/886,457   DOCKET NO.: 1340.002US1   REPLACEMENT SHEET

63/63

1700

1702

CREATE/MAINTAIN TRAVEL DATABASE

1704

RECEIVE TRAVEL RELATED REQUEST

1706

ISSUE REQUEST TO
ONE OR MORE GDS

1708

RETRIEVE TRAVELER
FROM DATABASE

1710

DISPLAY TRAVELER DATA AND/OR GDS DATA

FIG. 17